Tempe Fire Department Policies and Procedures
Turnout Time Standard
104.16
Rev 5-11-07

PURPOSE

To provide a standard for turnout time when dispatched on emergency incidents.

Turnout time is a fundamental element in the success of the Department in responding to emergencies and providing the most professional service possible to our citizens.

POLICY

Turnout time, is defined as the period of time from receipt of dispatch to departure of the apparatus from its parked location.

Total response time consists of three elements; alarm processing time, turnout time and travel time. Total response time can be critical to the outcome of an emergency incident. Safety considerations, traffic conditions, travel distance, and weather are examples of factors that influence travel time. We have little or no control over those factors but we can control turnout time. Proper preparation and attitude are the primary elements that affect turnout time.

<u>Standards</u>

- The standard turnout time for calls not requiring turnout clothing, is 40 seconds or less.

- The standard turnout time for calls requiring turnout clothing, is 60 seconds or less.

Unusual circumstances may occasionally prevent a company from meeting this standard. It is expected that this standard will be met without compromising safety during response.

The following guidelines are offered to assist personnel in meeting the turnout time standards.

- Do not delay preparation for response at the start of your shift. Get your gear ready as soon as you arrive at your assignment.

- Do not rely on others to take care of your gear.

- Do not continue to talk during dispatch. Listen carefully.

- When dispatched, stop what you are doing and hustle to the truck.

- When showering, doing physical training, or sleeping, always have turnouts or clothes close at hand and ready to go.

- During physical training, avoid getting too far from your apparatus. Physical training is <u>not</u> an excuse for a delayed response.

- Always be ready to respond: it's what we do.